STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

Z-TEL COMMUNICATIONS, INC.	}	
	}	
Complainant	}	
	}	
vs.	}	Docket No. 02-0160
	}	
ILLINOIS BELL TELEPHONE COMPANY,	}	
d/b/a AMERITECH ILLINOIS	}	
	}	
Respondent	}	

Testimony of Glen Sirles

On Behalf of Ameritech Illinois

Ameritech Illinois Exhibit 1.0

Schedule F

March 27, 2002

Line Loss Notification
Identified Issues
March 27, 2002

Issues Identified:	Date Issue Identified	Date CR/DR/IP Opened	CR/DR/IP Number (or Training/M&P)	Implementation Date	Notes
1. MOR did not create 836 line loss on migrations from UNE-P. Logic altered to check for ZULS.	1/25/2001	1/25/2001	IP 51761	2/2/2001	
2. Occasionally 836 Loss Notifiers were erroring out because of supplemental internal service orders. Work-around by application support in place in the interim.	3/28/2001	3/30/2001	IP 51868	8/3/2001	
3. 836 Loss Notifiers were not being sent when there was the wrong Loss Routing Field value in the Customer table. Altered default table logic.	3/28/2001	4/9/2001	IP 51885.	4/13/2001	
4. 836 Loss Notifiers were not being sent in certain migration from resale scenarios.	4/30/2001	5/16/2001	IP 52023	8/3/2001	
5. 836 Loss Notifiers were not being sent when the CCNA field was not populated in the MOR ACIS Loss Trans table.	7/20/2001	7/20/2001	IP 52026	7/20/2001	
6. User Profile Table The CLEC User Profile on the MOR/TEL system, based on data provided by each CLEC via a questionnaire, provides the determination of whether a CLEC will receive line loss notifications. The default is "no line loss notifications will be generated". There is a separate field to populate to request line loss notifiers. In some cases, these were not being updated appropriately and this resulted in no line loss notifications being created.	01/14/02			Complete review with customers completed and table updated by 3/8/02	
7. "Winback" activity The appropriate service orders were not being entered into the MOR/Tel database prior to MOR receiving the completion notice from ACIS. This is necessary for MOR to create the line loss notification.	September 2001		Negotiated handoff intervals between LSC and Retail		With the implementation of CR-0104-0453, Mor/Tel transaction will be N/A
	Resurfaced February 2002		Training/M&P	03/04/02	

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8. "Winback" activity The appropriate service orders were not being entered into the MOR/Tel database. It is critical that all the service orders are entered to trigger a line loss notification.	September 2001 (Estimate)		Training	October 2001	
		10/22/01	CR 0104-0453	Effective 04-24-02	With the implementation of CR-0104-0453, MOR/Tel transaction will be N/A
9. "Winback" activity The service orders created by Retail were not being sent to the LSC in a timely and complete manner. It is critical that all the service orders are entered to trigger a line loss notification. These are manually input by the LSC service reps into MOR/Tel to trigger a line loss notification	October 2001		Training	October 2001	
		10/22/01	CR 0104-0453	Effective 04-24-02	With the implementation of CR-0104-0453, MOR/Tel transaction will be N/A
10. CLEC to CLEC activity The appropriate service orders were not being entered into the MOR/TEL database prior to MOR receiving the completion notice from ACIS. This is necessary for MOR to create the line loss notification.	November 2001		Training	11/29/01	
11. CLEC to CLEC activity Partial migration (not including the main line) – It was determined that the "C" service order may not contain all the necessary "losing" information that would allow MOR/Tel to identify the need for and generate a line loss notification to the losing CLEC.	1/14/02	1/14/02	IP 52268	02/02/02	
12. CLEC to CLEC activity Partial migration (including the main line) – It was determined that when 3 service orders were created as follows: "D" service order to take out (for example) 10 lines for CLEC A, "N" service order to re-establish the 7-line account for CLEC A and another "N" service order to establish the 3-	1/14/02	02/15/02	CR 020098	Scheduled for 05/03/02	

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line account for CLEC A and another "N" service order to establish the 3-line account for CLEC B. The line loss notifier would be sent to CLEC A indicating erroneously that all 10 lines were lost.			M&P /Training (not an interim process; works with new logic of CR)	• M&P changes on 03/08/02 (for UNE-P to UNE-P) • Training (for UNE-P to UNE-P) 03/14/02 • M&P change on 03/20/02 (UNE-P to Resale) • training (for UNE-P to Resale) on 03/21/02	
13. CLEC to CLEC activity a) CLEC to CLEC – different products – It was determined that sometimes no line loss notifier was created when, for instance, CLEC A had a resale account migrating to CLEC B which was establishing an UNE – LOOP account.	Early February 2002		M&P	03/08/02	
14. Common errors a) No line loss notifiers are being created when service rep deletes the "RSID" FID from the service order.	01/22/02	02/15/02	Training	02/01/02	
		Scope change on CR done on 02/15/02	CR 0104-0453	Effective 04/24/02	
15. Common errors A line loss notifier is being sent inappropriately when the CLEC is not changing. However, due to multiple ACNAs and only the customer number being checked, the process was not determining "same CLEC".	2/12/2002	2/12/2002	IP 52299	03/09/02	
16. Common errors	03/07/02	An edit in MOR/Tel GUI is being	Training targeted for 3-29-02		

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No line loss notifiers are being created when the same service order number is entered on multiple CLEC requests.		investigated.			
17. Common errors No line loss notifiers are being created when the service rep "force completes" the LSR in MOR/TEL after correcting a downstream error.	01/14/02		M&P	03/04/02	
18. Common errors Conversions (Issue 7 only) – It was determined that, with the multiple service orders created, the line loss notifier could contain the "N" service order number vs. the appropriate "D" or "C" service order number.	12/06/2001 2/11/02	12/06/2001 02/11/02	IP 52233 IP 52302	02/09/02 02/14/02	 IP 52302 refined IP 52233.
19. Common errors No line loss notifiers are being created when the "N" service order is the last applicable service order to complete for the LSR.	2/20/2002	2/20/2002	DR 45045	03/16/02	
20. Usage Data CLEC continuing to receive usage data on TN after receiving line loss notification.	01/22/02	02/15/02	CR 0104-0453	Effective 4-24-02	ASON edits to be placed on critical entries
			Training	Issue currently being analyzed. Analysis will drive the necessary training.	
21. Common errors No line loss notifiers are being created when the "C" service order (CABS install order) completes after the ASON order (order with outward activity). Applies to scenarios where winning provider migrates service to loop or loop with number portability.	Late February 2002	03/18/02	CR 020153	Not Yet Scheduled	
22. No line loss data is being sent in situations where MOR generates 836 loss from "D" order data, and ATN is not TN identified in S&E section.	2/22/2002	2/22/2002	DR 45346	Rescheduled from 03-23-02 to 03-30-02	

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23. The "Due Date" field is populated with the "Desired Due Date" information on the incoming 850 transaction as submitted by the winning CLEC. This date may have been in the past, or future, or even invalid (e.g., "1/1/9002") as compared to the completion date of the PON	3/14/02	3/15/02	DR 47307	Scheduled for 3/30/02	
24. LSOR 4 format loss notifiers were missing WTNs as a result of EDI translations errors	3/21/02	3/21/02	None (EDI group does not use tracking numbers)	3/26/02	Problem began 3-3-02